

**SAP** SUPPORT & MAINTENANCE SERVICES



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Choosing a SAP support & maintenance partner could differentiate your success and progress in greater SAP adaptation of the organisation & deriving ever increasing value from your investment. Cost of support though relevant may deprive you of the value that a service partner brings on-board. Amity Software knows that SAP solutions need to be made simple for the complex & ever-changing business scenarios. Amity uses a robust workflow-based portal that tracks & accelerates the digital transformation of your business. Support by Amity SAP team will assure you of an uninterrupted environment with SAP solutions.

Offshore Shared  
Support Model

Customer Centric

Deep Understanding of  
SAP and business processes

# BUILD YOUR SUCCESS STORY with AMITY'S **SAP** SUPPORT

- ◆ Amity will ease your transition to becoming an intelligent business by identifying, optimising, and utilising methods to achieve the best results.
- ◆ Whatever may be the deployment scenarios you use; our support team creates an end-to-end experience for smooth and unhindered working.
- ◆ Amity's value-based methodology for improved efficiency of the solution through benchmarks, best practices, actions, and recommendations.





# AMITY **SAP** SUPPORT SERVICES

We offer tailor-made support services



## CONSULTING

- System health check
- Function & technical audit
- Security & risk assessment
- Strategy workshops
- Cloud migration assessment



## SUPPORT MANAGEMENT

- Global delivery centre
- 24x7 support system
- 99.5% SLA management
- CMMI Level 5 quality parameters
- In house server for solution quality & knowledge management



## CENTRE OF EXCELLENCE

- Capabilities in ECC & S/4 HANA up to version 1909
- Consultants with expertise of wide range of industries
- Competencies in core & advanced modules
- SAP value-added reseller
- Supporting customers in over 10 countries

# WHY AMITY ?

CUSTOMER  
CENTRIC

RESULT-DRIVEN  
OUTCOMES

END-TO-END  
CAPABILITIES



DEDICATED SUPPORT  
MANAGER FOR  
EACH ORGANISATION

CUSTOMISED  
SUPPORT  
PACKAGES

100% CUSTOMER  
SUCCESS RATE

**Amity Software Systems Limited** is a CMMI DEV 5, ISO 20000-1:2011, ISO 27001:2013, and ISO 9001:2015 certified company and is a leading SAP implementation company. Amity consultants have over 200 man years experience in implementing SAP products, providing uncomplicated upgrade and support, and migration. We understand that the business environment is complex, is highly commoditised but what keeps us a step ahead of others is our customer-centric approach. The only thing we keep at the top is to deliver results for your business.



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Our Offices

